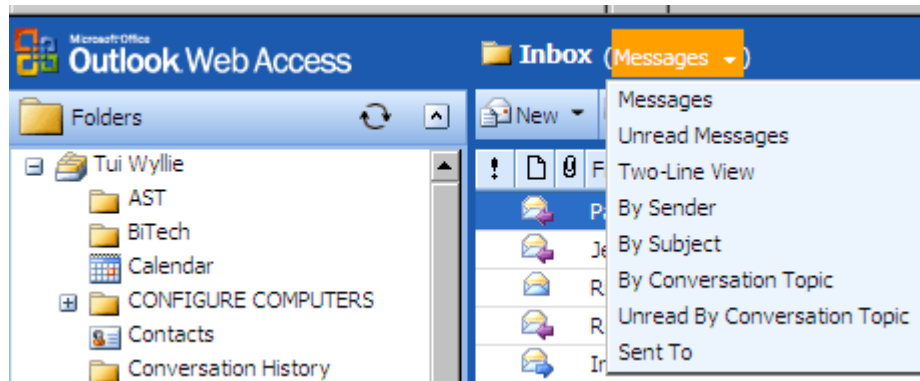


Some tips for Outlook Web Access (OWA) from Information Services

1. View

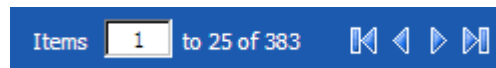
When you open a folder (Inbox, Sent Items, etc.) and there is nothing, please check the View. The example below shows my Inbox with “Messages” selected. If for some reason the option is changed to “Unread Messages” and I have read all of my Messages, there won’t be anything showed up in my Inbox until I change it to “Messages” again. (This is the most common call from OWA users.)



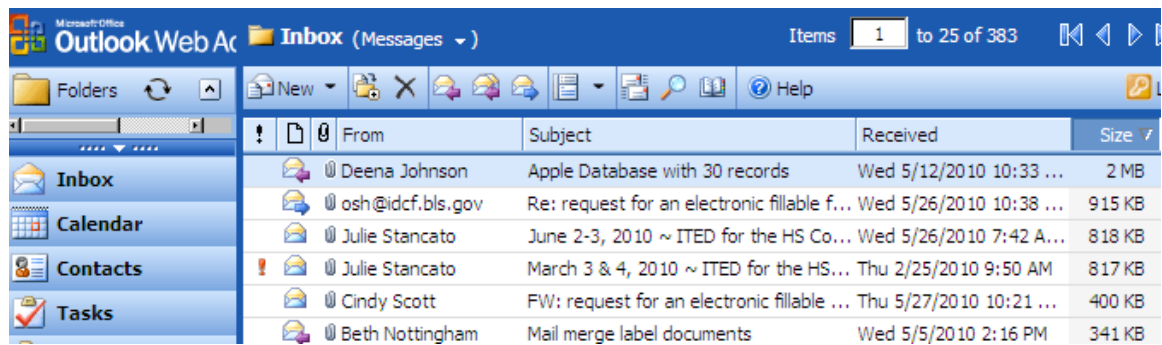
2. Personal folder

Any subfolder created by a user in OWA IS COUNTED AGAINST THE SIZE OF YOUR MAILBOX.

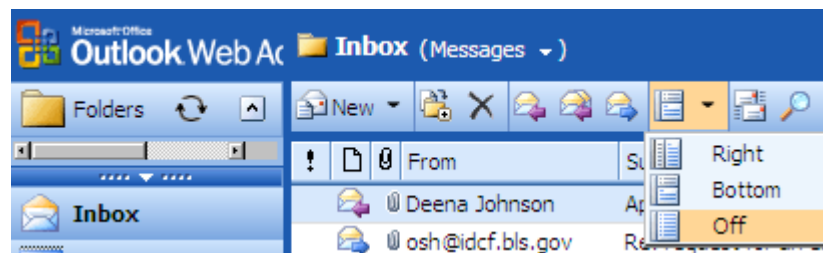
- Any time you send a message, a copy if it is automatically saved to your **Sent Items folder**. Please **regularly clean up this folder**.
- When you view messages, you see only one page at a time. Make sure you “flip” the page to see message on other pages. Sometimes what you see is NOT page 1, so you will miss the new messages that just arrived unless you flip to Page 1.



- Now and then you may want to **sort the messages** by an appropriate header. For example, click on the Size header to list the messages in Size order. This helps you take care of the messages with the large size (large attachment) to keep your mailbox size within the limit.



(If you can't see the Size column, turn off the preview pane.)



6. Delete items

It is easier to delete multiple items at once if you are on a pc by using Shift-click or Ctrl-click. On a Mac you need to do one item at a time.

7. Options

Select Options to configure your OWA. For example, you can set up your signature, set up Out of Office Assistant, change the number of messages displayed on a page, etc.